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## Memorandum

From the office of  
Chairman Bob Stump  
Arizona Corporation Commission  
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**ORIGINAL**

Arizona Corporation Commission  
**DOCKETED**

MAR 03 2014

TO: Docket Control

DATE: March 3, 2014

FROM: Trisha Morgan, Executive Aide

SUBJECT: In the Matter of Arizona American Water Company's (now EPCOR) Application  
for an increase in rates for its water services in Docket No. W-01303A-10-0448

DOCKETED BY	
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Last week, the Chairman and the Commissioners received 100 letters from EPCOR's customers complaining about their rates and charges for water and wastewater services. It appears from the customers' letters that their complaints relate to the above docket, as well as Docket Nos. W-01303A-09-0343 and WS-01303A-09-0343. Included in the materials delivered to the Chairman and Commissioners was the attached letter signed by State Representative Phil Lovas, State Representative David Livingston and State Senator Judy Burges, which in effect summarizes similar concerns in the customers' complaint letters related to their rates and charges. Because in many instances the customers' complaint letters contain personal account information, the letters are not being docketed at this time. However, I have included a list of the names of the signatory customers.

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AZ CORP COMMISSION  
DOCKET CONTROL

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COMMITTEES:  
INSURANCE AND RETIREMENT,  
CHAIRMAN  
HEALTH

ETHICS COMMITTEE,  
CHAIRMAN

DISTRICT 22

Arizona House of Representatives  
Phoenix, Arizona 85007

February 25, 2014

Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington Street  
Phoenix, AZ 85007

Dear Corporation Commissioners,

It has come to my attention that there is a great discrepancy in water rates between various communities in the northwest valley.

As I understand, the water/wastewater rates for the EPCOR Agua Fria District are nearly \$100 more per month than the EPCOR Sun City District and nearly \$75 more than several other city water districts.

I would ask the Arizona Corporation Commission to review the water/wastewater rate situation for this area. The communities of Cross River, Dos Rios, and Corte Bella are geographically distant and physically unconnected to the Aqua Fria Water District. They use the NW Valley Regional Water Reclamation Facility even though they are paying for the White Tank facility.

The residents posed several questions to me which I forward to you in the hopes you can provide answers for them.

1. They ask why they are paying for the White Tank facility that they don't use.
2. They ask why their water/wastewater rate so much higher than the surrounding areas.
3. They ask why they are charged a volume rate based on our water usage when much of the water never goes down the sewer system, but into the ground.
4. How many new homes have been added over the last two years that were supposed to pay for their newly built White Tank facility?
5. Why are they being charged such a higher rate than EPCOR Sun City when they use the Northwest treatment plant as does Sun City West and Peoria?
6. Why are they still in the Aqua Fria District, when the precedent has been set with the Anthem decision by the ACC to leave the Aqua Fria District?

I appreciate your attention to this matter.

Regards,

State Representative Phil Lovas

State Representative David Livingston

State Senator Judy Burges

**List of EPCOR customers signing complaint letters concerning rates and charges for water and wastewater service.**

1. Fran Noe (2)
2. Dave and Cristy Blandino
3. Nick and Kordae Walters
4. Brian and Brooke Soules
5. Ryan and Briana Reid (2)
6. Patrick Olofson
7. Jason and Hanneka White
8. Jeremy and Sarah Mulleneaux
9. Glenda Morrison
10. Tracey Carsey
11. Moore Family
12. Carol Brown
13. Daniel Durand
14. Krystle Yates
15. Jim Oliver
16. Lindsay Colby
17. Christina Burris
18. Stephanie Telesar
19. Garrett and Brittany Axelson
20. Mary Ann and Tom Finnegan
21. Kelly Fuzi
22. Beth and Mike Austin
23. Debra Turner
24. Steve and Judy Dey
25. Cindi Eveleigh
26. James P. Markus IV
27. Jamie DaSilva
28. Jesse and Jenifer Rahn
29. Monette Kiepke
30. Robin Driver
31. Jovanna Verdugo
32. Abigail and Donald DiCamillo
33. Barbara Mathews
34. Edward Myers
35. Elizabeth and Houston Todd
36. Krissy Miller
37. Jeff and Kristy Shirey
38. Gary S. Miller
39. Mikayla and Andrew Gable
40. Christina Boccio and Antonio Benavidez
41. Jennifer Henze
42. Henry and Debbie Hoffart
43. Lisa Oliver
44. Nick Cianciola
45. Joel and Julie Wagner
46. Nick and Kim Correa
47. Diane Kerbs
48. Joshua Thompson
49. Tony De Bolt
50. Jennifer Pavlov
51. Todd and Jamie Wills
52. Brent and Stacy Rademaker
53. Matthew T. Heinz
54. Jodie Easton
55. Jeffrey and Krista Connor
56. Heather Herrick
57. Adam and Rebecca Whitney
58. Edna Pantoja
59. Richard L. DeLong
60. Charlotte Pavlov
61. Gary Mabbitt
62. James and Ann Mast
63. Lorenzo Patida

64. Tanya and Kevin Sanders
65. Susan Shirey
66. Olivia Sanchez
67. Ken and Shelly Gordon
68. Allen and Mary Vestal
69. Darrell and Leslie Ordway
70. Karen D. Proctor
71. Ken and Katie Fechner
72. Joyce and Ronald Gaston
73. Clayton and Laura Geyer
74. Kenneth Wharton
75. Beth Kluyt
76. Robert Clark
77. Bryan and Nicole Huehns
78. Lynn M. Baumanis
79. Rachel and Julio Calixto
80. Jeanne A. Eveleigh
81. Karen Grayberg
82. Anthony and Danielle Wiley
83. Michael Williams
84. Christopher and Kathryn Shaw
85. Jennifer Bocchino
86. Buce Family
87. Todd and Diana Larson
88. Russ Sorensen
89. Lisa Hull
90. Monet Humphries
91. Chris Mellott
92. Vanessa Czop Angell
93. George and Carole Lombardi
94. Daniel B. Hughes
95. Tina Kastler
96. Heidi Moya
97. James and Esther Coulson
98. Mary Ann Hughes
99. DeLane and Sarah Patterson